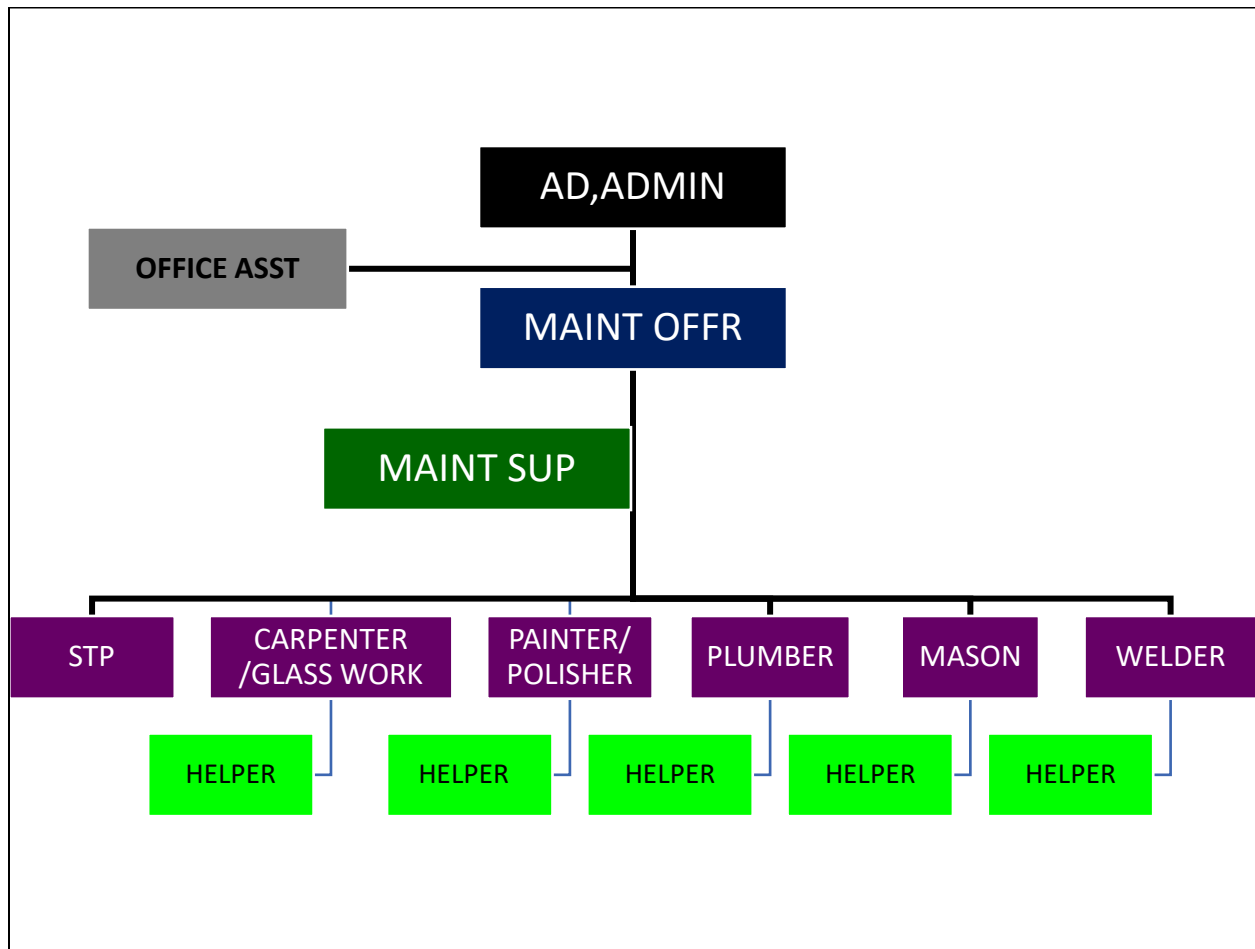




MAINTENANCE PROCESS GUIDE

CU/PB/A&M/3/2017

ORGANISATION CHART OF MAINTENANCE TEAM



PREAMBLE

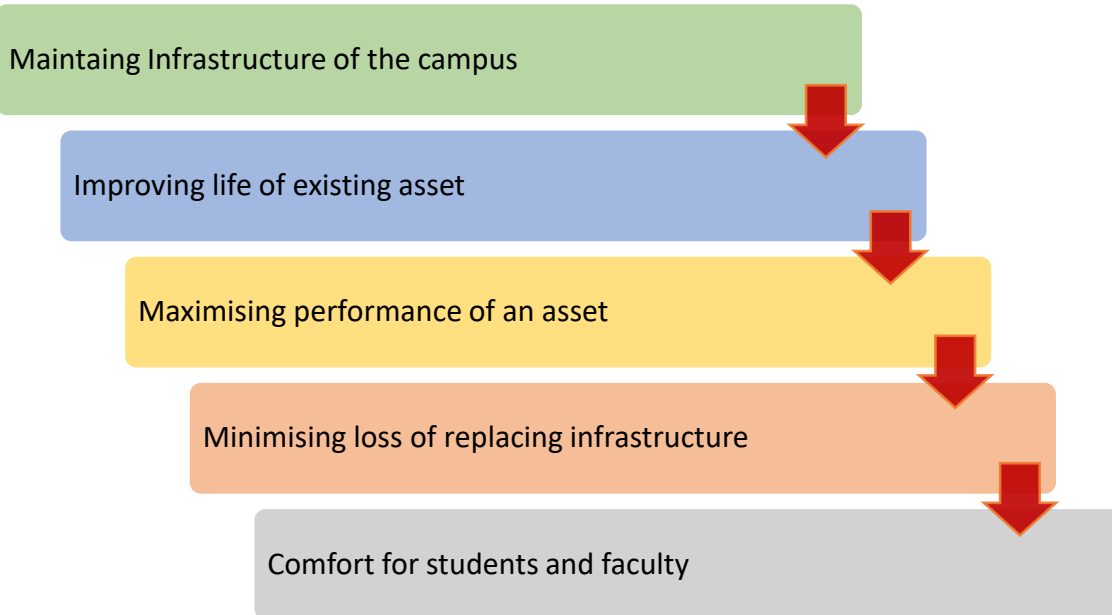
“EXPLORE YOUR POTENTIAL” is what Chitkara University encourages every stakeholder to do. “Success is not given, it is earned” and at Chitkara University, every student is encouraged to earn it. But in this journey, the student must be provided the infrastructure and facilities required. Huge amount of effort is put in to ensure that state-of-the-art infrastructure is provided to the stakeholders. And this infrastructure needs to be “maintained” too! This guide is an effort to provide clarity to the members of the Maintenance department on the process of handling maintenance concerns.

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“A stitch in time saves nine”!

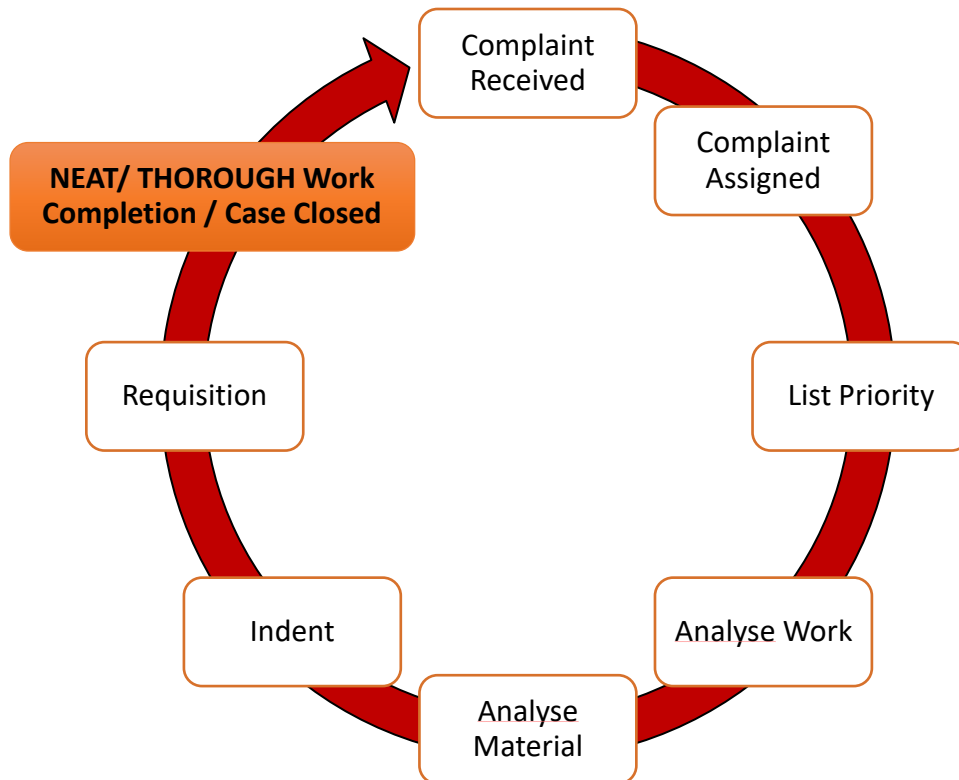
1. **PURPOSE OF MAINTENANCE** – There is a huge amount of investment in terms of resources like manpower, space, material etc. in creating state-of-the-art infrastructure in the campus. The purpose of maintenance can be explained as the attempt to maximize the performance of any equipment or to improve the life of any asset. A broken asset would not provide



comfort to any user. Hence maintenance of physical infrastructure is necessary to ensure comfort of all stakeholders of the organisation.

2. **ATTITUDE OF THE MAINTENANCE TEAM** - The team assigned with this responsibility would need to appreciate the very purpose of the team and to contribute towards ensuring the same. A casual attitude towards work can end up in wastage of resources and can also cause damage lo property or harm to any person. Hence a professional attitude is expected from each Maintenance staff.
3. **COMMUNICATION** – The organisation chart is laid and the same would apply for channel of communication also. The staff should adhere to the channel.
 - a. In case the staff faces any concern, they are expected to speak up.
 - b. In case required, they may approach the officer along with the supervisor
 - c. They are advised to speak for themselves and to avoid speaking for others
 - d. Expecting that the seniors should be aware of their requirements is not professional
 - e. They are advised to strictly not spread any rumors or speak ill about any colleague or employee/student. They would interact with many people in the campus as part of their daily routine and hence a strict curb on any unwanted communication needs to be ensured.

4. THE MAINTENANCE PROCESS



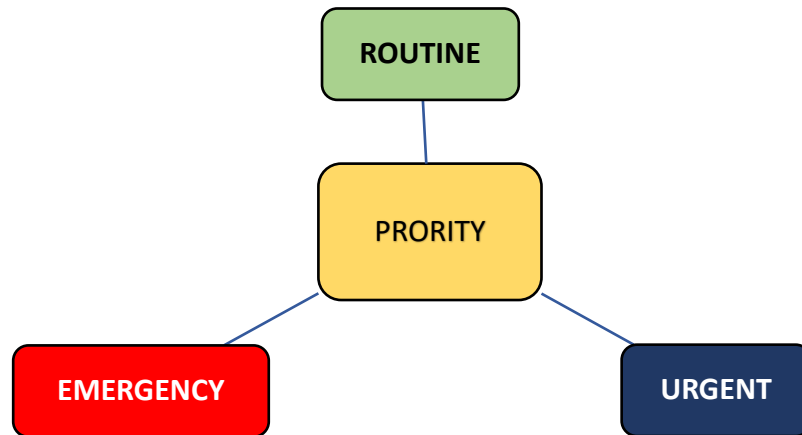
5. STEPS INVOLVED

- a. Complaints can be received ONLINE or on F (29) from users. Some complaints are raised by the Maintenance team itself.
- b. The complaints are noted in a work form and handed over to the concerned workers daily by the supervisor/officer.
- c. When a work form is handed over to the staff, they are expected to first list out the priority of the complaint.
- d. For all cases where they need the guidance of supervisor and officer, they should discuss. The officer/supervisor may also convey to the staff for a specific priority. The same should be ensured.
- e. For work that needs material to be indented – assess the requirement and confirm to supervisor /officer. Listed material would be procured by the Central Store and provided in routine. For such cases only the indent would need to be raised by Maintenance. In cases where material is not listed, the indent for the material would need to be raised online by Maintenance.
- f. Once the material is received the work should be undertaken and completed neatly.
- g. Managing resources and time for completion of work is an art which every staff of maintenance should possess. They should handle works that are on priority and for which

the material is available in store. Prudence should be applied to ensure that maximum number of works are cleared based on availability of material and on basis of the priority of the work.

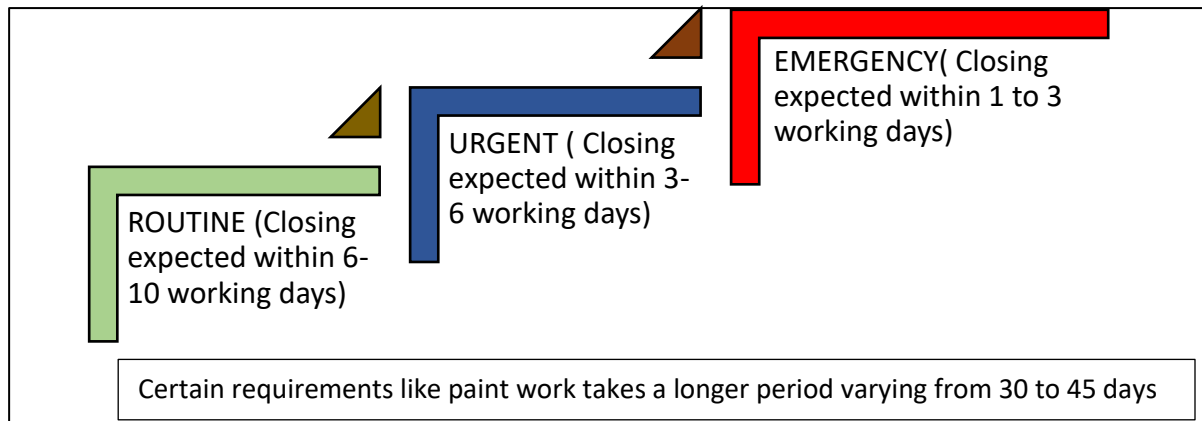
h. Delay in work and untidy work reflect poor performance. This should be avoided.

6. PRIORITY OF COMPLAINTS



7. The priority of a complaint would depend on various factors. It shall be finalized by user /admin team on a case to case basis. But the user/admin team should have a logical reasoning which, they are expected to mention on the complaint. If it is felt that the priority is incorrectly being increased, the maintenance team may alter the priority and keep the user informed about the same.

8. CLOSING OF COMPLAINTS -



9. **FACTORS AFFECTING CLOSURE** – Closure of a complaint would depend on various factors like circumstances, availability of material, availability of manpower, number of complaints received during the period, weather conditions, etc. There could be times when a routine complaint needs to be converted into an urgent or emergency complaint owing to certain circumstances. For e.g. if an inspection is due at any venue, a routine painting complaint would

get converted as an emergency complaint. Maintenance staff should appreciate the requirement and perform

10. **HANDLING EMERGENCIES** - The process of F (29) or an online complaint is required to handle complaints of users. The aim behind the same is to have proper records, avoid duplication of demands or work, have required reference to raise indents and requisitions etc. But in case of an emergency, the Maintenance staff should make efforts to attend the emergency AS SOON AS POSSIBLE. Once a call is received, required action to handle the work should be initiated. The required records should be ensured, after the complaint is solved. The Maintenance team is expected to use prudence to analyse what work is EMERGENCY.
11. **HANDLING THE COMPLAINT** – Once the work list is prepared and priority finalized, the maintenance staff should approach the building supervisor / hostel caretaker and check the work to be handled. If access is available, proceed to start the work and if access is not provided, note down when would the access be available. Once the access is provided, carry out the assigned task neatly. Make sure when the work is handled, no other infrastructure is damaged. In case required to access heights, they should ask for stools. Climbing on tables and desks at the venue is not appropriate and is not permitted. After completion of the work, the staff should make sure to clear the area. In case further cleaning required, help of HK of the area may be sought for. Maintenance staff should never leave unused material at the site.
12. **MISUSE OF RESOURCES**
 - a. The raw material and the tools used cost money. Maintenance staff should take good care of them. These should not be used irresponsibly, and unused material should not be left at the site. For e.g. If an old door is replaced, bring it back in the same *rehdi* in which the new one was carried to the site. The old one if “not repairable” has to be shifted to the junk yard with the necessary ‘NOC’ and returned to Central store if it can be used further.
 - b. If any raw material is carried for use, excess material is to be returned. Extra material should be removed from the site and /or returned to store.
 - c. Make best use of the raw material. Ensure least wastage.
13. **MAINTAINING RECORDS** -
 - a. Material used must be noted along with each complaint.
 - b. Closing of complaint must be noted daily
 - c. In case there is any delay in receiving of material, inform the supervisor /officer.
 - d. There are many other records also to be maintained. These should be ensured by Maintenance officer/supervisor and the Office Assistant.
 - e. Officer and Supervisor are responsible to maintain the records and update the AD, Admin daily.

14. USE OF TOOLS & SAFETY GADGETS

- a. All maintenance staff are provided tools and safety gadgets to handle their tasks.
- b. These shall be recorded, accounted for and should be maintained well
- c. In case of a breakage or concern, the maintenance staff should inform supervisor /officer immediately for required corrective action.
- d. While handling works that need use of safety gadgets, it is necessary to comply with guidelines & wear the gadgets. Strict compliance is expected from each maintenance staff

15. **NEW WORKS** - Many a time maintenance is entrusted with the task of new works also. These include preparing shelves, tables, almirahs, lamp shades, book holders for library, flowerpot stands for horticulture team etc. For many of these works, designs are obtained from Office of Art & Design. The designs should be well understood and prepared. Timely preparation becomes a necessity in many cases. Records of these works done, material used etc. should be maintained and submitted in MIS. The suggested way to handle this work is to raise an F (29) for the work and mention on it as NEW WORK. This way work can be handled, monitored and records updated.

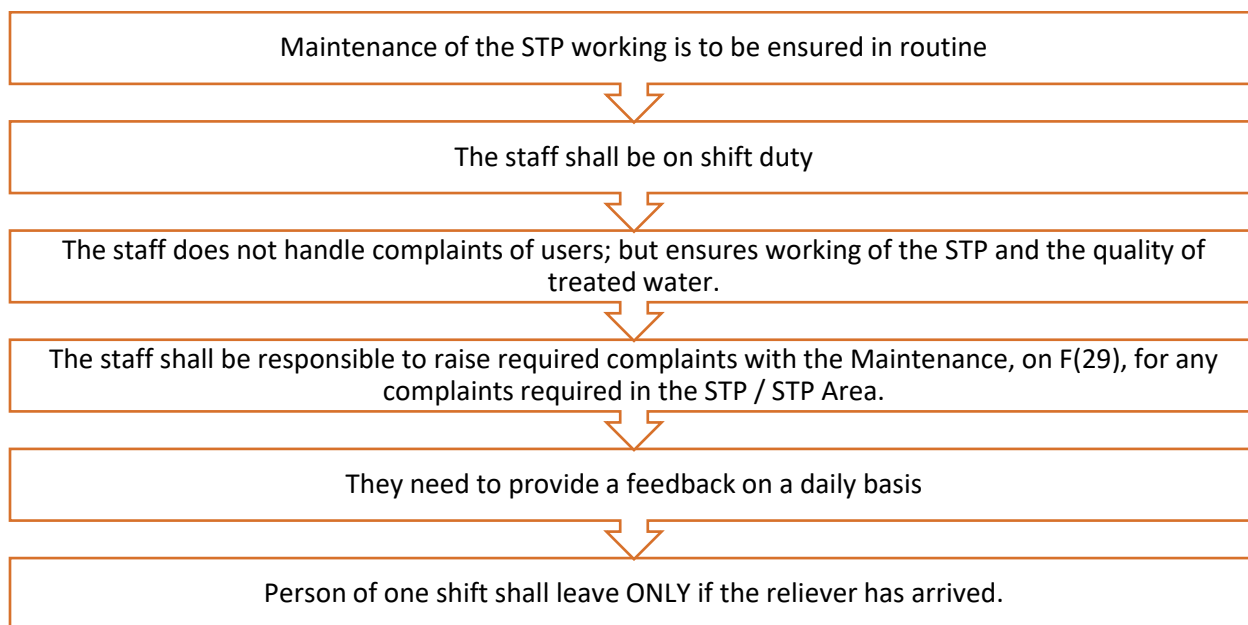
16. **WORKS AT GUEST HOUSE-** There are certain venues that have been hired and are out of the University campus. Maintenance support is extended to these venues also. When a complaint is received from these users, the work should be planned in liaison with the users so that access to the place is available and the work can be understood, planned and executed without any wastage of time. The maintenance staff detailed for the work should carry the required tools and material when they proceed to the site (Gate pass for man and material to be ensured). Maintenance Officer/ supervisor should liaise with the user, the Central Store and the Transport Team for the required arrangements.

17. **MAIN OVERHEAD TANK** – Cleaning of the Main Overhead Tank of the campus is one of the responsibilities of the Maintenance Team. This should be taken up with Director Projects annually for the contractor to be detailed. The planning of the date should be based on the working of the campus and events if any, so that the required number of days are available for the said maintenance of the Main overhead Tank.

18. **WORK THROUGH CONTRACTORS-** Certain work need to be executed through contractors. Such works need to be identified and permissions obtained, in advance, and works allotted to the contractors detailed by Director Projects. Monitoring of the works, so assigned to contractors has to be ensured to enable quality work and timely completion. Records of assigning work, periodical progress and work completion should be maintained. In case any specific machine has been used which shall be paid for separately, the same would also need to be noted. These would help in verification of bills and work also. Bills received for these works should be checked and processed in time. Verification shall be done by Maintenance

Supervisor /Officer and AD, Admin and the bills processing done by the Office Assistant. Copy of these bills should be held in the department.

19. **WORK THROUGH HIRED STAFF** – In certain cases manpower support (specific trade) shall be hired through contractors for certain works. In these cases, only the manpower is provided. Work is to be explained and monitored by the Maintenance team. For e.g. if a mason is hired for any tiling work, the work shall be explained by the Maintenance team and the work shall be done with the help of the mason. In these cases, approvals are to be obtained from Director, Projects and the attendance of the manpower noted as payment would be for the days or presence of the manpower.
20. **RENOVATIONS**- Works of renovations are also demanded by users. These could be minor renovations or major renovations. Minor renovations that can be handled by Maintenance should be taken up. The works that need too many works and a huge number of manpower should be transferred to Civil Team to handle. These would be marked as Major Works.
21. **WORKING OF STPs** - There are 2 STPs in the campus. These are maintained by a team of STP operators on shift duties.



22. **CHECKING WATER QUALITY** - The water quality of STP Treated Water may be checked with the support of CCP and CURIN (in-house resources). This should be done regularly and in case of any concern in the test result, the matter should be taken up for corrective action
23. **ANNUAL MAINTENANCE CONTRACTS**- Many machines provided as part of infrastructure are placed under AMC. These include ROs and water filters. Liaison with the Admin / Girls Hostel,

Central Store and Purchase team for the AMC would be the task of the Maintenance Team. The Central Purchase team shall provide the vendor support. Once the vendor support is provided, further liaison for the maintenance works shall be the responsibility of maintenance team. They may keep the central purchase team also in loop.

24. BEYOND WORKING HOURS –

- a. The tasks to be handled by Maintenance team many a time is time bound. It would need to be completed, and it would not be feasible to leave the work and pack up, stating that working hours are over. All staff should be mentally prepared to perform after working hours in case the need arises. The requirement could arise for performing duties on holidays /public holidays also.
- b. **As a maintenance team member, co-operation and contributing to teamwork is expected, from every member.** The compensation of overstaying working hours or compensatory rest and welfare refreshments shall be provided.

25. NOTICE MORE COMPLAINTS? – There are chances that while performing duties, the maintenance staff notices some more complaints. The staff in such a case is expected to bring it to the knowledge of the Supervisor so that the work can be taken up for an early repair action. They should always remember – a stitch in time saves nine!

26. If a repair work is going to take time, and use of a facility would be affected for long, inform the user, place the appropriate signage

27. GENERAL BEHAVIOR & DISCIPLINE

A. Attendance

- a. Mark Biometric Attendance
- b. Mark Attendance in Register
- c. Attendance- Entry / Exit
- d. Timing of Attendance is important – Delays shall be marked as SHORT LEAVE
- e. Strict Action should be initiated against habitual ABSENTEES / Late comers
- f. Staff on shift duty shall mark attendance based on their shift.

B. Leave Applications

- a. Leave as per days approved by Office of Registrar
- b. Emp Code & Page Number to be mentioned.
- c. Initial of Standby Staff & Supervisor.
- d. To be provided in advance (Phone call request only for emergencies)
- e. Absentee shall not be marked leave.
- f. *Late arrivals* shall be marked Short Leave
- g. Gate for those who need to go out of campus during working hours.

C. Uniform

- a. Well-dressed staff speaks volumes about discipline
- b. Neat and clean uniform should be worn (including polished black shoes).
- c. Staff is expected to wear ALL the buttons of the shirt.
- d. Staff should wear the trousers on the waist.
- e. Wearing of id card is compulsory.
- f. New id cards if required, staff should raise applications.
- g. Staff is expected to cooperate with the Security Staff for checks at gate.
- h. Personal hygiene, neat haircut, shave and nails to be trimmed -these are also to be given due importance.

D. ZERO TOLERANCE - For the cases mentioned below, once proven, the staff (support staff /supervisor or officer) will not be permitted to continue in service. Further they shall be blacklisted, and their names forwarded to Office of Talent Acquisition and Office of Security to ensure the said staff are not hired in any other department / school within the campus.

- a. Being in possession of / consumption of or helping in transaction of tobacco products, alcohol, drugs, or any kind of intoxicants
- b. Eve Teasing or misbehaving with lady staff / students
- c. Being in possession of illegal material
- d. Watching porn or being in possession of porn material
- e. Being involved directly or indirectly in a case of theft
- f. Being involved in taking bribes from students/ staff for any activity
- g. Involvement in case of cyber crime
- h. Case of helping other students or staff in any illegal activity
- i. Leaking information of department
- j. Creating mob mentality
- k. Any activities against the organization

29. Every member of the maintenance team is expected to work with dedication and a positive approach and should embrace team spirit. **Together we stand; divided we fall!!**

Rina Angel
(Associate Director, Administration)